

digitalhealth

REWired
BIRMINGHAM 12-13 MARCH 2024

Headline Sponsors:

Graphnet
Transforming Care

System
Connecting Care

tpp

Amrit Kaur Sehmi

Advanced Orthoptist, Digital Transformation Project
Manager, Moorfields Eye Hospital NHS FT and
UCL Orthoptic Clinical Educator



**PATIENT
ENGAGEMENT
STAGE**

Eye Include



**Moorfields
Eye Hospital**
NHS Foundation Trust

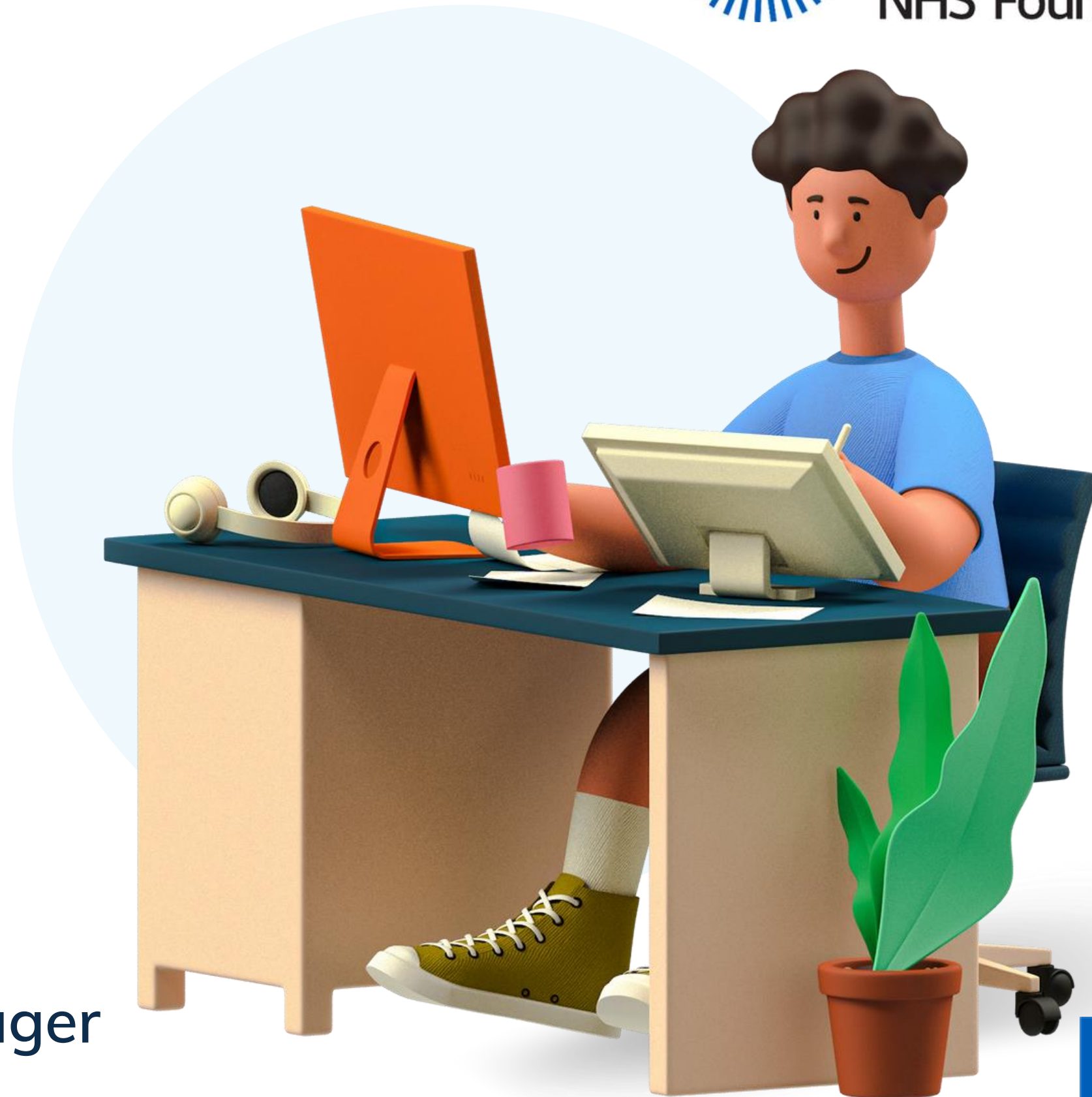
Digital Inclusion in Ophthalmology

Amrit Kaur Sehmi

Advanced Orthoptist

Digital Transformation Project Manager

UCL Orthoptic Clinical Educator



Overview



Moorfields
Eye Hospital
NHS Foundation Trust

- Understanding the context of digital exclusion
- The focus for digital exclusion at Moorfields Eye Hospital - exploring what this means for our patients and staff
- Steps to work towards developing solutions to help create equality and inclusion
- Solutions developed so far



NHS



**Moorfields
Eye Hospital**
NHS Foundation Trust

Key Facts

NATIONAL DATA - CITIZENS

- 11 million (21%) UK adult population lack essential digital skills
- 3.7 million (7%) lack skills to use the internet
- 6.5 million (13%) cannot connect a device to Wifi

Lloyds Digital Skills report 2021

Key Facts



Moorfields
Eye Hospital
NHS Foundation Trust

NATIONAL DATA - WORKFORCE

- 11.8 million (36%) of adult workforce lack essential digital skills for work
- Most likely those between 55-64 years old who need support for digital skills in workplace
- Those with ZERO digital skills for work: 3%
Ethnic minority / 8% White background

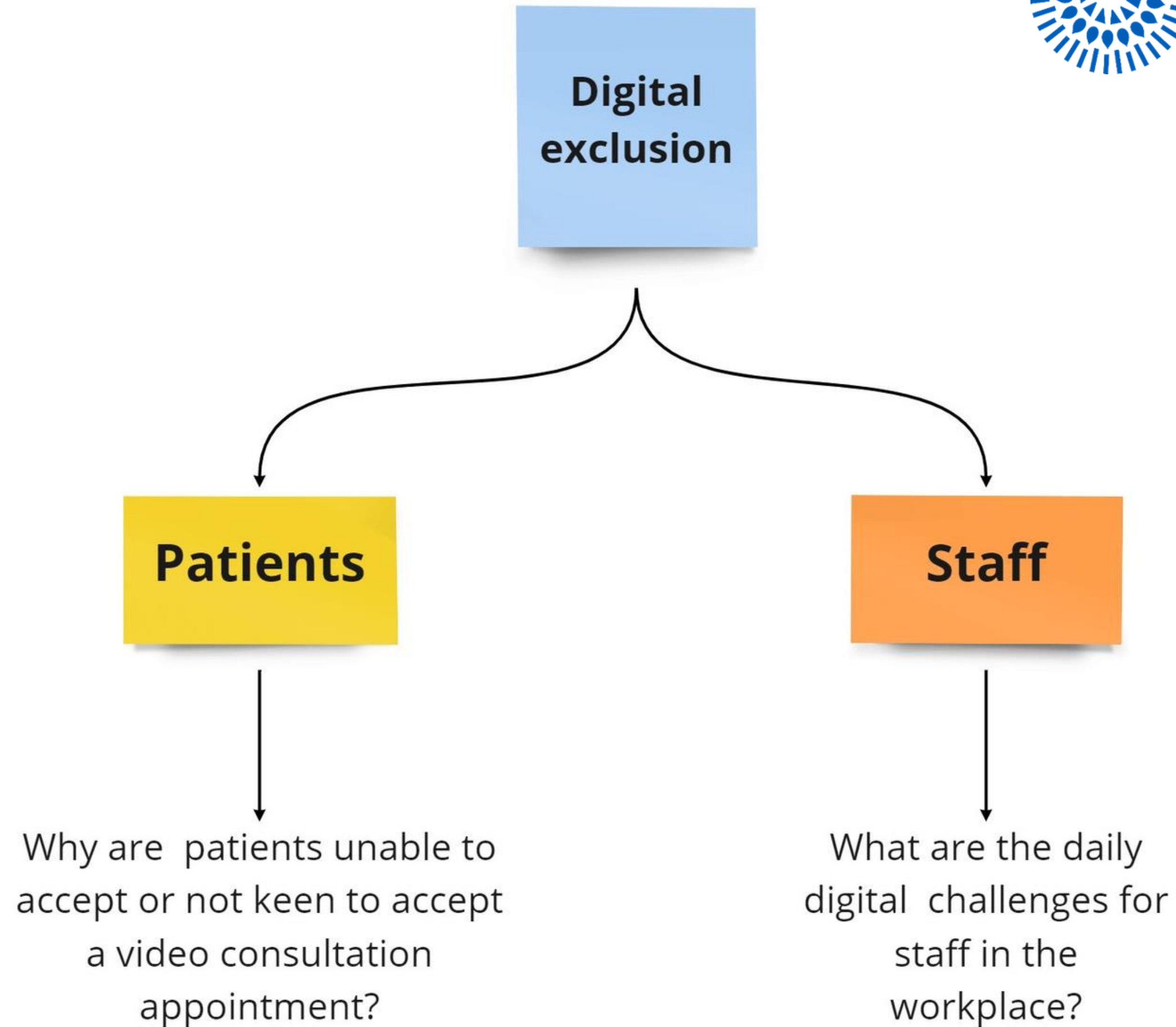
Lloyds Digital Skills report 2021



Key Facts

NATIONAL DATA

- 31% of those with sight loss never use the internet (compared to 8% of the general population)
- 48% of those with sight loss do not have a smart phone (compared to 20% of the general population)



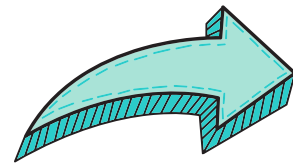
Patient-initiated video consultation cancellations December 2020 - November 2021



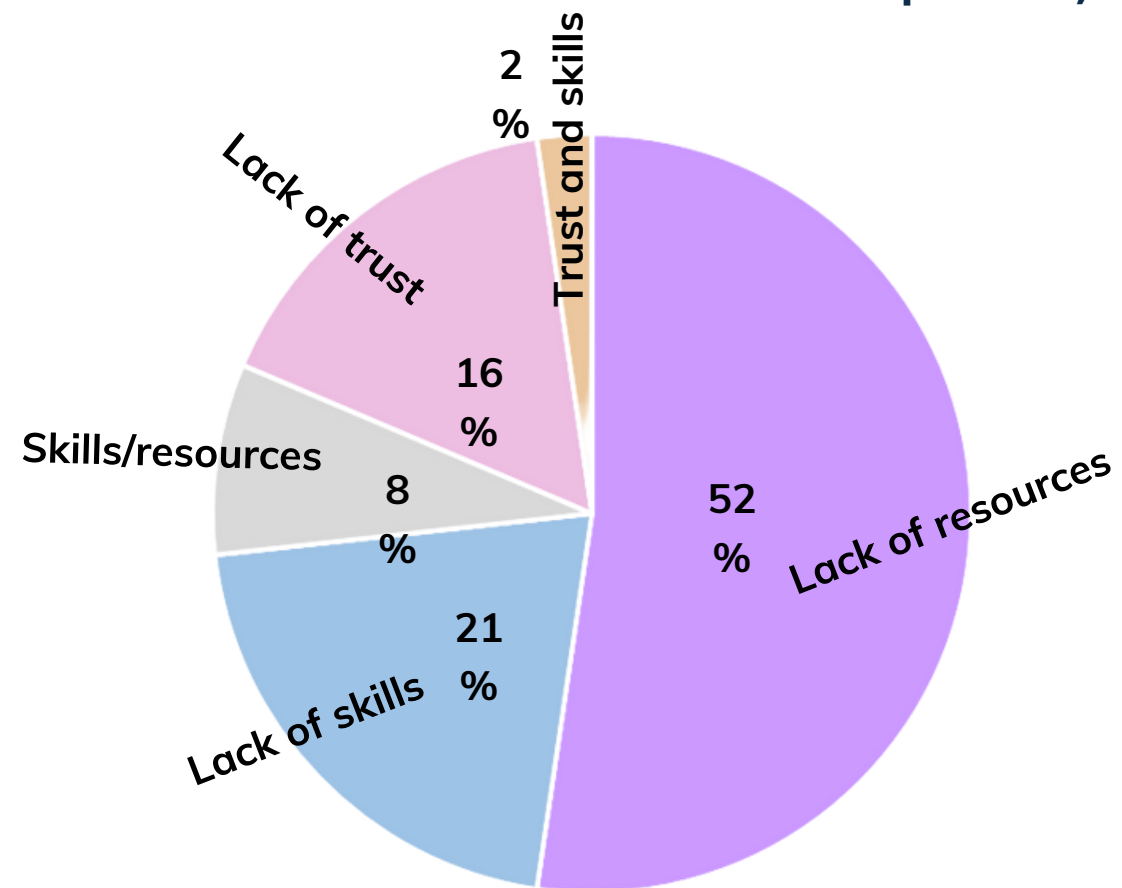
Total of 12763
video consultations
made in this period



659 patient-
initiated
cancellations

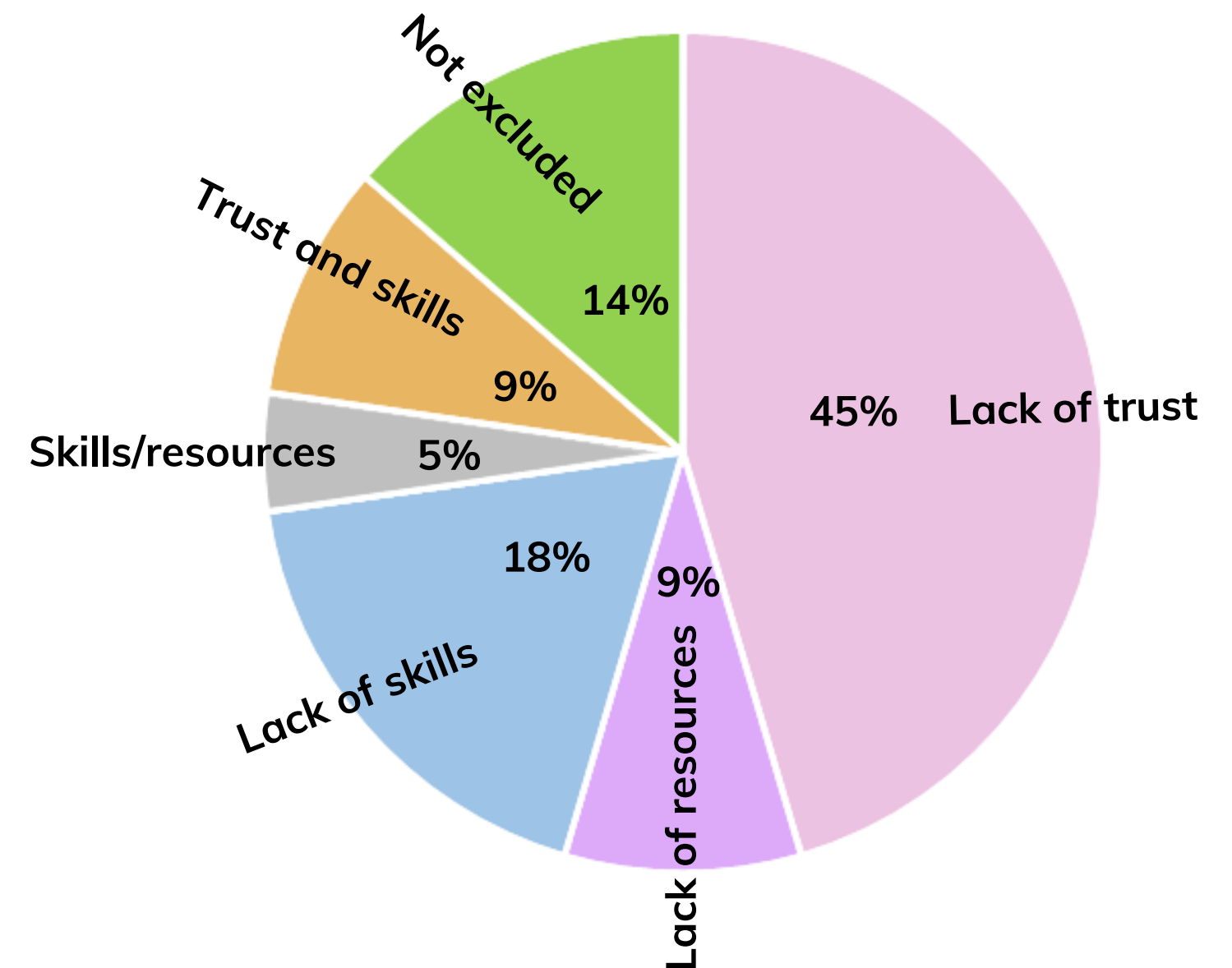


13% of those patients
who cancelled were
digitally excluded (86
patients)



Moorfields
Eye Hospital
NHS Foundation Trust

Patients interviewed





Community support near home to access resources

Access to Digital Resources

Inclusion for patients

More help to develop digital skills

Video for instructions

Written instructions

Improve Digital Skills

IT training

Someone to help and guide me through the consultation

Information on how you will assess my eyes

Information about the pathway

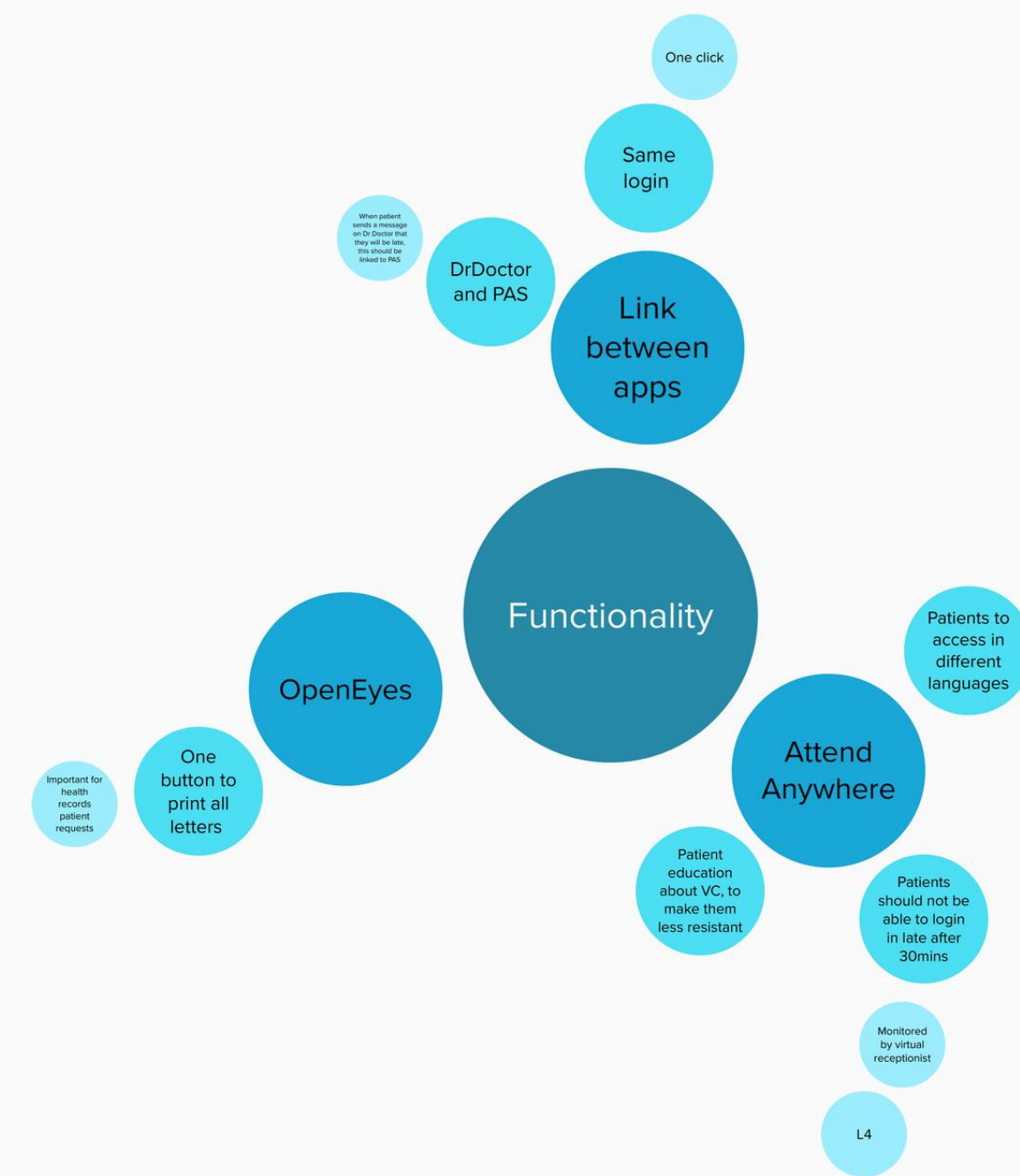
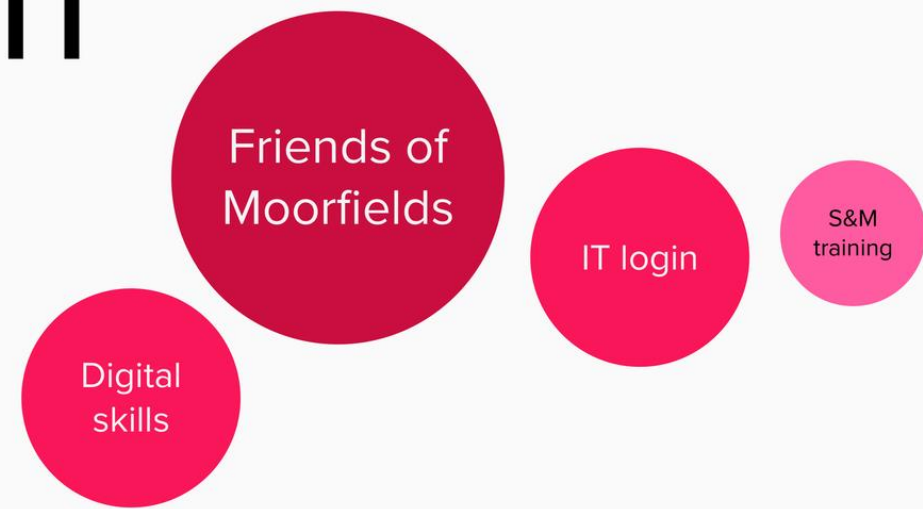
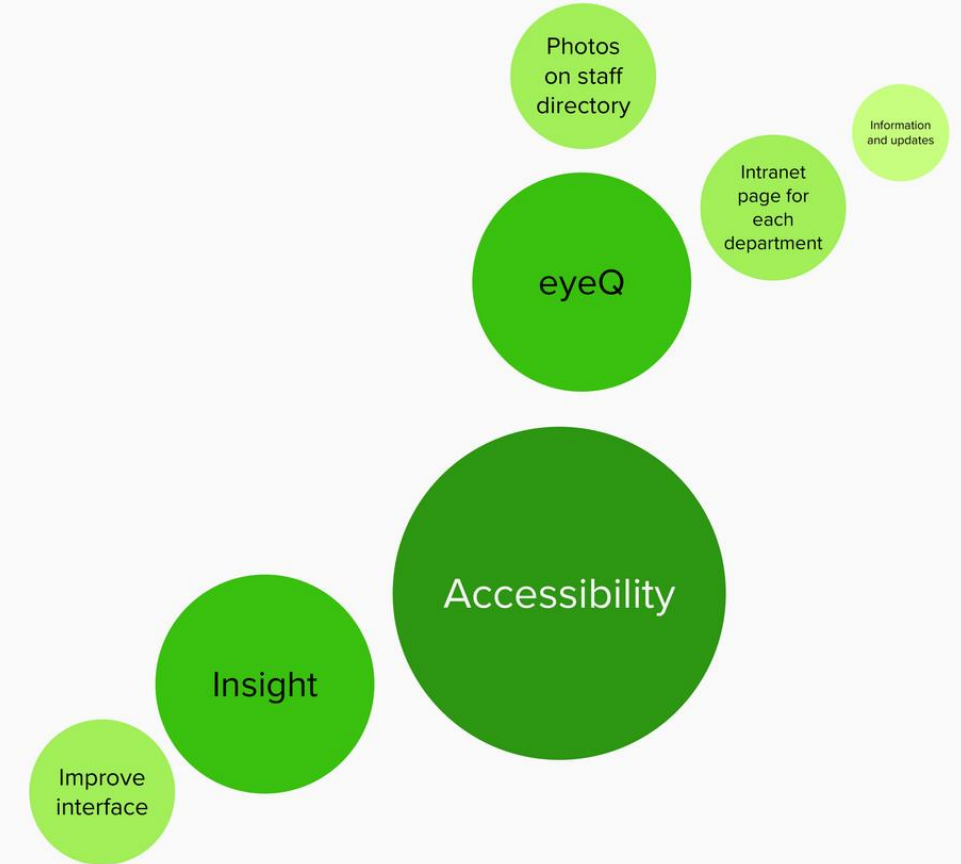
Improve Trust

Reassurance





Inclusion for Staff



Step 5

Co-design

Patient inclusion

- Education about video consultations
- Virtual Pods
- Trained volunteers to support patients to log on to video consultations



Staff inclusion

- Lease with Communications team and IT



**Moorfields
Eye Hospital**
NHS Foundation Trust

Virtual Pods

- A place for patients to access the resources to attend their video consultation
- A private area
- Set up of a device with WebCam and Microphone
- Volunteer support (Friends of Moorfields)



Moorfields
Eye Hospital
NHS Foundation Trust



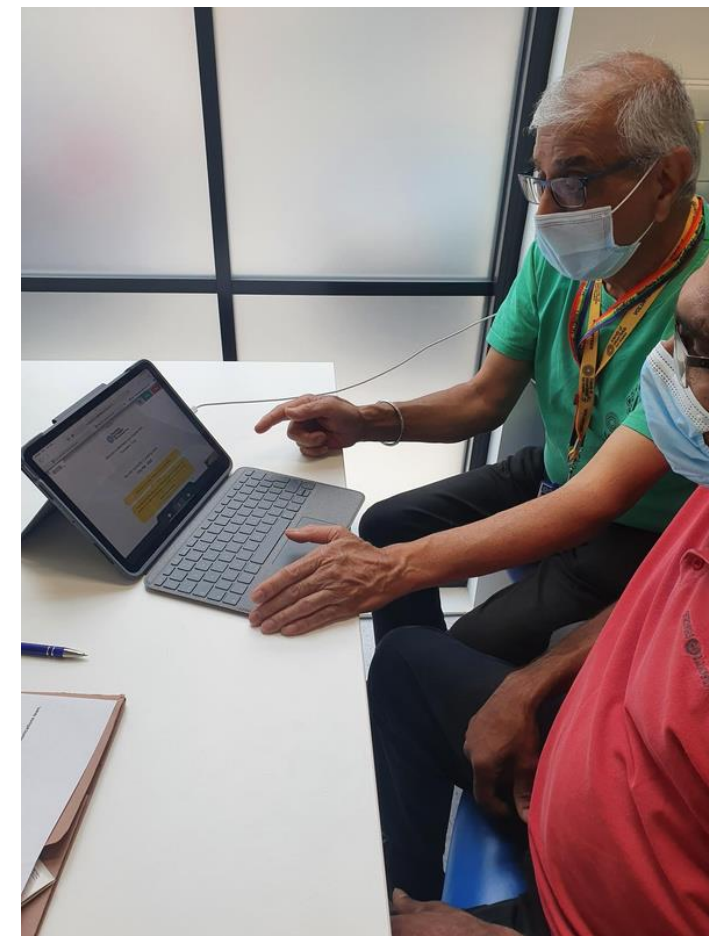
Virtual Pods

3 pilots:

- **Dummy run: 9th February 2022**
- **Brent Cross: 18th - 21st July 2022**
- **Hoxton: 1st - 4th August 2022**



**Moorfields
Eye Hospital**
NHS Foundation Trust



Virtual Pods



Moorfields
Eye Hospital
NHS Foundation Trust

Dummy Run

- Range of devices set up
- 7 patients/staff/volunteers attended to test the concept and give feedback

Brent Cross

- Supporting patients to attend virtual A&E
- 7 patients attended, 5 went through to see Dr

Hoxton

- Supporting patients to attend virtual A&E
- 9 patients attended, 6 went through to see Dr



Feedback from Virtual Pods



Moorfields
Eye Hospital
NHS Foundation Trust

“This is really convenient, I was seen so quickly by the doctor for my daughter’s eye problem and given advice”

“Thank you for your help. It was good to speak to the doctor before going to Moorfields in person, to make sure I didn’t go unnecessarily”

“This is very convenient and nice to have someone help me as I wouldn’t have know how to log on myself”

“Although I was waiting long time to be seen by the doctor, I was happy with the advice given, and it was useful to have somewhere to go and have help to use the virtual service as I am not goof with technology”



Patient education



Moorfields
Eye Hospital
NHS Foundation Trust

<https://youtu.be/Bp3Jx0C19Jw>





Next Steps . . .

- Moorfields have now implemented 'Digital Inclusion' on to the Excellence Portfolio for the Trust
- Ensure that digital exclusion is being considered in all digital innovations in the Trust
- Sharing the work and our learnings



I N C L U S I O N



Moorfields
Eye Hospital
NHS Foundation Trust

Acknowledgements

Rashmi Mathew

Maria Thoedoru, Mohsan Malik

Peter Thomas and Department of Digital Medicine team

Service Improvement and Sustainability team

MEH Exec team

IT team

Communications team

Tim Withers

Lucy Smith

Friends of Moorfields

Moorfields Eye Charity



... All staff and patients who helped drive this project!



Moorfields
Eye Hospital
NHS Foundation Trust

Do you have any questions?

amrit.sehmi1@nhs.net

